

ARIZONA DEPARTMENT OF HEALTH SERVICES		LEVEL	SECTION	NUMBER	DATE
		II	AdmPer	021	April 12, 2005
<b>SUBJECT:</b>	ATTENDANCE				

<b>SUPERSESSSION:</b>	AdmPer021, "Attendance" – approved 04/29/2003
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## **PURPOSE**

To establish standards and guidelines for hospital employees to follow when requesting absence from duty. The guidelines set forth in this policy will be used to correct an employee's excessive absenteeism and/or tardiness.

## **POLICY**

It is the policy of the Arizona State Hospital to ensure that all patients are maintained in a safe and therapeutic environment and to ensure staff levels do not compromise the health and welfare of the patients.

NOTE: The Arizona Department of Health Services policy statement on employee attendance states: Employees are required to be actively at work during their scheduled work hours unless they are authorized to be absent. Except in an emergency, the employee must obtain approval for any absence in advance and in writing. Employees must use the ADHS Payroll form 1004 to request and obtain approval of leave. In the case of an emergency, the employee must obtain approval as soon as the employee returns to work. If the employee fails to obtain approval as described in this paragraph, the absence will be recorded as leave without pay, and the employee may be subject to disciplinary action.

## **AUTHORITY**

ARS § 36-103 and 104.  
Arizona Administrative Code, Title 2, Administration.

## **APPLICABILITY**

This policy applies to all employees of the Arizona State Hospital and the Arizona Community Treatment and Protection Center.

## **DEFINITIONS**

"Leave: - Absence from duty as defined in R2-5-404 and R2-5-405.

"Late Calls" - An unscheduled absence or tardiness where the employee does not call in timely according to this policy when they are late or absent. This will count against an employee's attendance record and the absence may be unpaid per management discretion.

"No-Call, No-Show" - An unscheduled absence where the employee does not call in and does not work their shift. This absence will count against an employee's attendance record, and the absence may be unpaid per management discretion.

"Patterns of Absenteeism" - Situations where the supervisors notices patterns or trends in the times and days that the employee shows up late or calls in sick, such as: particular days of the week; the day before or after a scheduled day off; the day before or after a holiday; or, calling in sick when a vacation day has previously been denied.

"Scheduled Time Off" - An absence from work for any length of time that is requested in advance and approved in advance by the employee's supervisor. Scheduled time off will not count against an employee's attendance record.

"Unscheduled Absence" - Calling in according to this policy and missing a partial or entire work shift without prior approval. This absence will count against the employee's attendance record unless it meets one of the exceptions (see below). Unscheduled absences of more than one day in a row will count as one occurrence.

ARIZONA DEPARTMENT OF HEALTH SERVICES		LEVEL	SECTION	NUMBER	DATE
		II	AdmPer	021	April 12, 2005
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### **EXCEPTIONS**

The following lost time occurrences will NOT be counted against an employee's attendance record. A supervisor has the discretion to require documentation for any of these occurrences.

1. Scheduled time off (see definition)
2. Absences related to an approved FMLA qualifying event, which may include: caring for a newborn or newly adopted child; caring for a family member with a serious health condition; an employee's own serious health condition.
3. Absences for recovery and treatment of a work-related injury for which the employee has filed a Workers' Compensation claim.
4. Military leave.
5. Bereavement leave.
6. Civic duty leaves, including Jury Duty.
7. Any other legitimate, documented absence.

### **DIVISION PRIMARY POSITION OF RESPONSIBILITY**

The Director of Performance Improvement, Arizona State Hospital, is responsible for coordinating the hospital's policies and procedures.

### **PROCEDURE**

- A. Except requests for emergency leave, all leave requests must be approved in advance to the leave being taken.
- B. Leave requests shall be submitted using the Arizona Department of Health Services appropriate leave request form as soon as it becomes known that absence from duty may be necessary.

#### **Responsible Person: All Employees**

C. **Unscheduled Absence/Emergency Leave Requests:** A situation requiring an employee's absence, which the employee could not anticipate when he/she was last at work.

1. All requests shall be made by the requesting employee unless the employee is unable to do so. Verification of the employee's inability to request leave may be required.
  - a. Employees in nursing job classification shall request emergency leave no later than two hours prior to the beginning of their shift. Employees shall contact both the Staffing Office and the Charge Nurse of their unit of assignment.
  - b. Security Officers shall contact the Security Shift Commander no later than two hours prior to the beginning of their shift.
  - c. Employees in all other job classifications shall request emergency leave within one hour from beginning of shift by contacting their supervisor.
2. Submit a written request form upon return to work, utilizing form 1004 "Leave Request" (see attachment).
3. The employee's supervisor shall determine if the leave will be approved or disapproved in accordance with established

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		II	AdmPer	021	April 12, 2005
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department protocol and applicable policies.

**Responsible Person: Employee and Supervisor**

**D. No Call/No Show**

1. Absence from scheduled duty without justification and notification will not be tolerated.
  - a. The first occurrence of a no call/no show may result in a letter of reprimand being served to the employee.
  - b. The second occurrence of a no call/no show may result in the employee being suspended with no pay for up to 40 hours.
  - c. The third occurrence of a no call/no show may result in termination.
  - d. A deduction of pay may be made for each period of such absence.

**Responsible Person: Supervisor**

- E. Supporting documentation may be required for any leave requested.
- F. A physician's release to return to duty is required for all employees returning from industrial leave or sick leave of five or more consecutive days, and must be submitted and approved prior to the employee returning to scheduled duty.
- G. A physician's release to return to duty may be required for all employees returning from industrial leave or sick leave of less than five consecutive days.

NOTE: Transmission of information under this policy shall be in compliance with federal, state and local laws, rules and regulations, including the Health Insurance Portability and Accountability Act (HIPAA).

**Responsible Person: Employee and Supervisor**

- H. Employees on industrial leave or sick leave of more than five consecutive days are expected to contact their supervisor weekly to provide a status update, and contact the supervisor daily if the leave duration is expected to be less than a week.

**Responsible Person: Employee**

- I. Upon request, Timekeepers will provide an updated and accurate copy of the individual employee's time card time card to the supervisor or manager.

**Responsible Person: Timekeepers**

- J. Notify the Hospital's Human Resources Benefits Coordinator whenever an employee may be subject to a change in benefits eligibility, such as Family Medical Leave Act (FMLA), Donated Leave, or Leave Without Pay (LWOP).

**Responsible Person: Supervisor**

ARIZONA DEPARTMENT OF HEALTH SERVICES		LEVEL	SECTION	NUMBER	DATE
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<b>Approved:</b>  <hr/> Jerry L. Dennis, M.D. Acting Chief Executive Officer	<b>Date:</b>      
The Director of Performance Improvement, Arizona State Hospital, is responsible for coordinating the hospital's policies and procedures.	

Additional Approvals:

<hr/> Donna Noriega, L.C.S.W. Chief Operating Officer	<hr/> Date
<hr/> Dennis Morgan Director, Hospital Human Resources	<hr/> Date
<hr/> Colleen Rannels, R.N., B.S.N. Chief Nursing Officer	<hr/> Date

Users are encouraged to suggest improvements regarding this policy and procedure to the PPR.
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